

Stormwater Management

LOB #374:

STREET NAME SIGNS

Purpose

The Public Street Name Sign program provides a fabrication shop, vehicles, and labor for the maintenance, manufacture, and installation of the 40,000 public street name signs at over 20,000 intersections in the County. In 2008, there were 38,000 public street signs in comparison. The program also handles requests for informational or facility signs from other County agencies, such as Fairfax County Department of Transportation, Electoral Board, Capital Facilities, Building Design and Construction, and Fire and Rescue Departments. The program provides private citizens or organizations an opportunity to order address or private road signs that augment public street signs.

Description

The staffing in this program consists of two personnel who manage complaints, manage orders for signs, research zoning and Manual of Uniform Traffic Control Devices requirements, fabricate signs, repair damaged signs, recycle old signs, maintain sign shop equipment, and install new or replacement signs. The sign fabrication process is performed manually with the only automation occurring when the individual letters are die-cut by a computer controlled machine. Once the letters are die-cut, each sheet of lettering must be peeled by hand for application to the body of the sign. The body of each sign and the background material are also individually created by personnel in the sign shop. Sign shop personnel aid the Electoral Board by storing, distributing, and retrieving voting location signs prior to each public election. The large oval blue capital improvement project signs used to identify County projects are managed by this program area. Signs fabricated for other agencies or citizens are billed to the requestor at predetermined rates.

In FY 2015, the sign services program received 655 citizen requests for service. The average elapsed time from receipt of the request to completion of the required work was 23.6 days. This LOB is performed with 0/1.75 FTE. The actual FTE time worked on any Agency 87 Transportation program during the year varies and is dependent upon the weather conditions. Snow and flood response takes precedence over the other programs and can result in extended staff time for emergency response.

Fund 40100, Stormwater Services, includes 23.0 FTE positions related to transportation operations maintenance provided by the Maintenance and Stormwater Management Division. All funding for the transportation-related salary expenses and equipment is recovered from Agency 87, Unclassified Administrative Expenses, in the General Fund.

Benefits

This program area benefits all residents and visitors to the County by ensuring roadways are clearly identifiable by motorists, pedestrians, and cyclists. Public safety is dependent upon street signs that are legible, properly oriented, and located for good visibility. Commerce depends upon street signs to complete delivery of goods and services.

Mandates

This LOB complies with the Emergency Management Assistance, Local Emergency Operations Plan, Disaster Assistance, Manual of Uniform Traffic Control Devices, and Public Facilities Manual.

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Trends and Challenges

The transition from the 3 inch green street signs to the mandated 6 inch blue street signs began in 2011 and continues today. This process has taken years due to the limited staffing and fabrication capabilities of the sign shop. The green signs are replaced as they are discovered damaged or following a citizen complaint. There is no proactive program in place to seek out old signage for replacement. Traffic and increased population density result in longer travel times for sign maintenance personnel performing field work. This equates to a less productive work day. Increased underground utility presence and reduced green space around intersections make installation of signage more challenging than in previous years. Each sign installation that requires digging or driving of a post into the soil requires an underground utility check by Miss Utility. This process adds time to the repair.

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
LOB #374: Street Name Signs			
FUNDING			
<u>Expenditures:</u>			
Operating Expenses	\$147,609	\$202,499	\$270,000
Work Performed for Others	(2,541)	(4,671)	(30,000)
Total Expenditures	\$145,068	\$197,828	\$240,000
Total Revenue	\$0	\$0	\$0
POSITIONS			
Authorized Positions/Full-Time Equivalent (FTEs)			
<u>Positions:</u>			
Regular	0 / 0	0 / 0	0 / 0
Total Positions	0 / 0	0 / 0	0 / 0

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Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Number of sign request/complaints	708	510	541	586	586
Percent resolved within 30 days	88%	72%	58%	73%	73%
Average number of days to respond	25	36	32	31	31

The number of sign requests/complaints reflects a count of the total number of requests for service received by the Sign Shop. These requests include citizen complaints, internally generated complaints, requests from other agencies, and specialty sign orders. During FY 2013, there was a larger number of requests during a federally mandated upgrade of signage on multi-lane roadways with posted speeds in excess of 45 mph. This was addressed through the temporary diversion of Maintenance Operations crews to augment the Sign Shop staff performing sign installations. Aside from changes to the MUTCD, requests for service remain steady.

The percent of sign request/complaints resolved within 30 days is a measure of efficiency in completing service requests. The trend shows a decrease in the Sign Shop's ability to adhere to levels of service. This trend has a direct correlation to the number of snow events managed by MSMD each year. During winter weather, the Sign Shop personnel are diverted to snow and ice removal duties effectively shutting down the Sign Shop. The Engineering Technician who manages the Sign Shop also manages snow response operations. The Motor Equipment Operator is a snow plow operator. A large number of snow events coupled with prolonged cold weather also obstruct sign installation activities as snow piles interfere with Miss Utility checks and sign post placement. As a result, MSMD has increased its efforts to cross train other Maintenance Operations personnel in the nuances of the Street Name Sign program.